



CUSTOMER COMPLAINT POLICY

Spokane WorkSource System Policies and Procedures

POLICY # WS803

Effective Date: June 20, 2011

BACKGROUND:

The Spokane Area Workforce Development Council (SAWDC) is issuing this policy to provide guidance and standards for assisting customers who express an initial interest in filing a complaint regarding services received through the Spokane WorkSource System.

POLICY:

WorkSource Spokane and WorkSource Affiliate sites must provide immediate and consistent processing of any customer complaint to assure its resolution. All WorkSource Center and Affiliate staff must be able to assist customers interested in filing a complaint, which at a minimum, includes directing the individual to the appropriate local complaint contact.

If a customer chooses to file a complaint and the complaint is determined to be within a partner's jurisdiction, the complaint must be referred to the appropriate complaint contact to assure compliance with each partner's authorizing legislation, regulation, and/or state law for the applicable program. For Wagner-Peyser, Trade Act, and WIA Title 1-B programs, complaints must be processed in a manner consistent with state and local policies by the appropriate designees. Discrimination complaints must be referred to the WDC Equal Opportunity Officer or State Equal Opportunity Officer, depending on the program involved.

The WorkSource One-Stop Operator shall:

- Designate a local complaint contact(s) who will process initial complaints and identify jurisdiction. The contact(s) must be trained on and aware of applicable state and local program policies and complaint processes.
- Develop written complaint procedures for assisting job seekers who express an interest in filing a complaint. These procedures must include: timelines for referring and resolving complaints in accordance with program, state and federal regulations; complaint filing requirements; customer notifications of the right to file a complaint; and procedures for assisting customers.
- Manage the coordination among partner and/or program contacts when complaints involve multiple programs, partners, jurisdictions, and/or allegations to ensure proper communication and investigation with minimal duplication.
- Assure Center staff are trained on this policy and its corresponding procedures.
- Assure all staff are trained and able to identify the WorkSource Spokane complaint contact(s).
- Display at least one WorkSource complaint poster in a visible location where customers most likely gather.
- Maintain documentation on Center staff training of this policy.
- Develop and maintain a complaint log, with corresponding complaint documentation.

WorkSource Spokane Affiliates shall:

- Develop a process for routing complaints regarding WorkSource-related services to the Spokane Area Workforce Development Council.
- Assure WorkSource Affiliate staff are trained on this policy and its corresponding procedures.

- Display at least one WorkSource complaint poster in a visible location where customers most likely gather.
- Maintain a complaint log, with corresponding complaint documentation.

DEFINITIONS:

Complaint: A written and signed document alleging violation of Wagner-Peyser, WIA Title I-B or Trade Act regulations and/or federal, state or local non-discrimination laws. E-mail and handwritten allegations may be treated as a written and signed document depending on program requirements.

Complaint Contact: Program management or staff designated by program administrators responsible for processing program complaints. WDC Equal Opportunity Officers or the State Equal Opportunity Officer may serve as a complaint contact for discrimination complaints. A contact may also be appointed by WorkSource Spokane that initially assists all customers interested in filing a complaint at a local WorkSource office who then determines program jurisdiction.

REFERENCE:

- Washington State Employment Security WorkSource Service Delivery System Policy 1012 Initial Customer Complaint Policy.
- The Code of Federal Regulations, Title 20, Chapter V, Part 651, 653, and 658.
- The Code of Federal Regulations, Title 29, Part 37.
- All applicable Laws and Federal Regulations for the system, as described in:
 - WIA Complaint Policy: WIA Policy Number 3440, Revised Final
 - Equal Opportunity and Nondiscrimination: WIA Policy Number 3445, Rev. 1
 - Equal Opportunity and Discrimination Complaint Processing:
 - WIA Policy Number 3450, Revised Final
 - ESD Policy and Procedure Number 0013, Discrimination Complaint Processing
 - ESD Policy and Procedure Number 0021, Equal Opportunity/Affirmative Action
 - Washington State Methods of Administration